



## **The AMEDD**

# **Train-The-Trainer Newsletter**

Volume 2, Number 7

## Refresher Course reunites COE graduates

### **Michael G. Meines**

*AMEDD, Customer Relations  
Director*

Well, the first one is under our belt. The very first refresher course took place in August. We invited members of the first Train-the-Trainer Course (May 1998) to attend and the Center of Excellence funded their trip.

It was an amazing couple of days. Unlike a normal Train-the-Trainer Course, these folks bonded together from the very start.

We recently had our second Refresher Course (July 1998) and we were extremely pleased with the outcome.

The reason for the delay of this packet is because of the end of year thing. We just flat ran out of money. Sorry. I am proud to tell you that we are doing great things with the Center of Excellence for Customer Relations.

I have visited Fort Sill, Oklahoma and was privileged to see the program that MAJ Cardenas and the com



*File Photo*

The very first Customer Service Train-The-Trainer Class (May 1998) returned to the Pacific Northwest to show off their customer service programs that were either newly established or enhanced after they received the training.

mand at Reynolds Army Community Hospital have put in place. Awesome. Certainly one to emulate.

I also enjoyed a visit to Fort Huachuca to see the program there. It warmed the cockles of my heart and we all know how cold the cockles of my heart can be!

Your many letters also tell me that you are doing what you can out there to change the Corporate Culture. I can hardly wait to visit each and every one of you and see for myself.

I recently had a terrific visit with the Surgeon General of the Army, LTG Ronald Blanck. I told him how you were all trying to change the culture and the message we were trying to convey to the entire Army Medical Department. He was very receptive and challenged us to continue. He also said that we were "making a difference". I hope you are all proud of that. I know that I am.

We are taking the Train-the-Trainer program on the road. In November

we will teach the course at Ramstein AFB in Germany. We are also in the middle of negotiations with Korea to possibly bring the program there in January. Again, we are making this up as we go. We are working as hard as we can to make this work. Please share your ideas with us on how to improve the program. Tell us of your successes and your "not so" successes. Tell us what we can do to assist you in putting your program together.

I am still having fun as the Director of the Center of Excellence and have no intention of leaving. Of course, if you kick me out I will have to reconsider that position (grin) (please don't)!

I will have another letter in the package that is sent from the refresher course in October (Oct 13-14) and I will tell you more of the plans we have for the future.

Until then, thank you for all that you do.

Together we can make this work. You are the key.

Stay in touch!

# Refresher afforded attendees the opportunity to



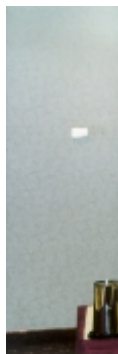
Anyone interested in taking my place up here?



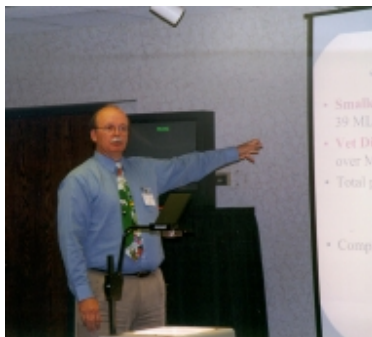
Mike Meines created a monster!



"The Dynamic Duo" from Fort Leonard Wood.



"Are you



No kidding, the Japanese crows are this big!



"Good morning Teriyaki, this is Lisa."



These cookies are better the second time around!



BG Mack Hill, Madigan Commander gre



"German sense of humor - they take it seriously."



"Remedial Handshaking" classes.



Ha, Ha, Ha, ha, Ha!



"Our benefic  
tion at Fort  
is very divers



# to showcase their Customer Service programs



a pro or a Schmoe?"



The "Military Medical News"  
WILL publish your articles.



It's so good to be here again.



reeted each of the course attendees.



Boy, this newsletter is great!



"We really enjoy what we do!"



Okay, can I  
get a  
volunteer?



diary popula-  
Leavenworth  
ified!"



Okay, now watch my hand very carefully!



MAJ Cardenas, the computer  
expert.

# August 1999 Refresher Course

## The Social!



Oh boy! Wait until they read what they said in the newsletter.



It was so good to see old friends again.



This is good stuff!



Boy, they're a tough act to follow.



"Poster Girls" for Customer Relations.

*"Until  
we  
meet  
again"*



"I'm telling you, the birds are bigger than dogs in Japan."



CPT Cardenas, didn't I just see you last month?



Brooke, our wonderful intern.



Heading home.



The raised nail gets hammered flat!



That's Jo-An, not Joan!



All the Lexus drivers on this side!